

**RESPONSE UNDER 37 C.F.R. § 1.116  
EXPEDITED PROCEDURE REQUESTED  
EXAMINING GROUP 3623**

Patent

Attorney Docket No. 10761.1461

Customer No. 81,331

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:	)	
	)	
Robert E. Wollan	)	Group Art Unit: 3624
	)	
Application No.: 10/811,367	)	Examiner: Brandi P. Parker
	)	
Filed: March 26, 2004	)	
	)	
For: ENHANCING INSIGHT-DRIVEN	)	Confirmation No.: 2811
CUSTOMER INTERACTIONS	)	
WITH AN OPTIMIZING ENGINE	)	<b>Mail Stop AF</b>

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AFTER FINAL**

In reply to the Final Office Action mailed February 3, 2009, the period of response to which ends on May 3, 2009, and pursuant to 37 C.F.R. § 1.116, Applicant proposes that this application be amended as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks/Arguments** follow the amendment sections of this paper.